

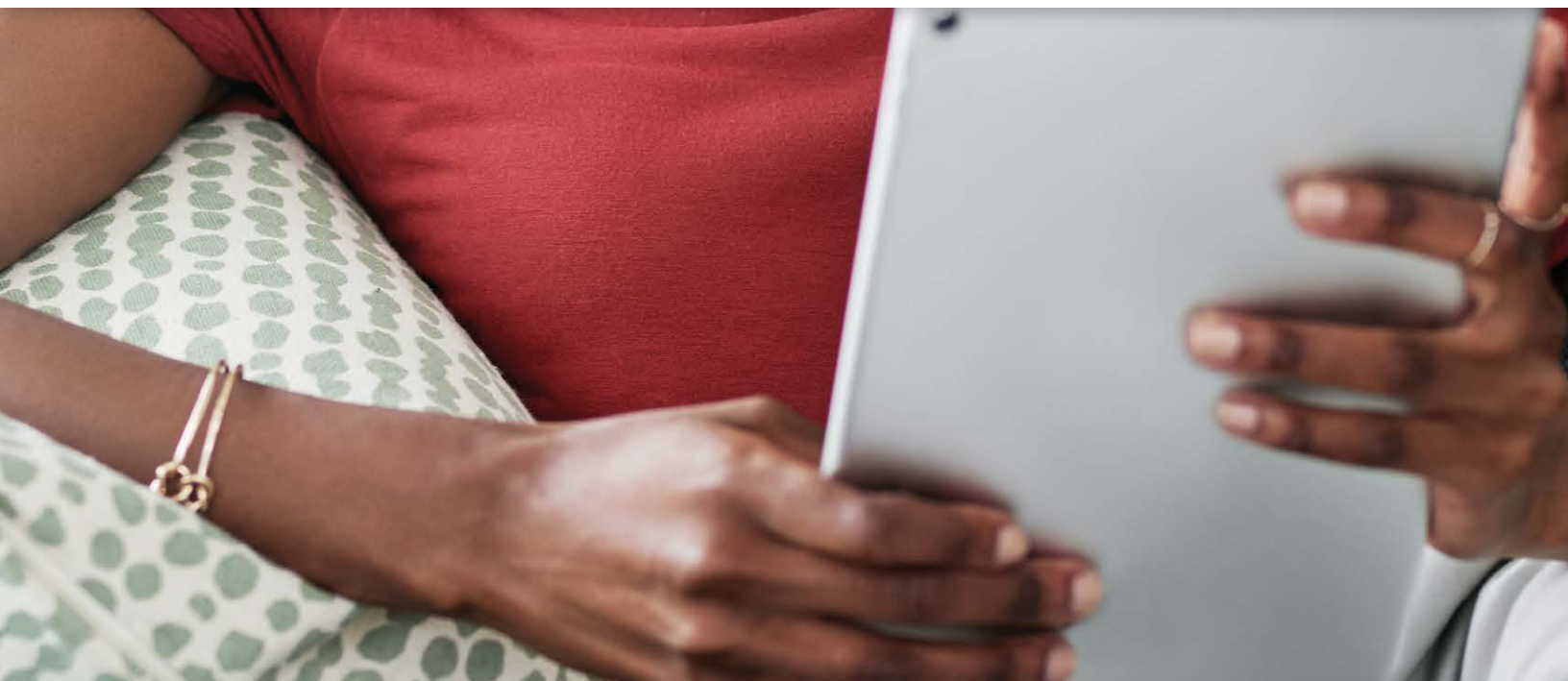


BlueCross BlueShield  
of North Carolina

BlueConnect<sup>SM</sup>



BLUE CONNECT | Your Health In Your Hands



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BlueConnect™

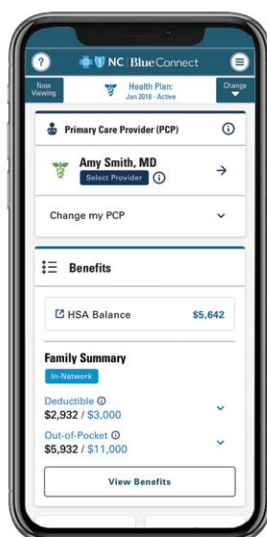


# GET TO KNOW BLUE CONNECT your personal health plan information in your hands

## The personal way to manage your health care

Blue Connect is much more than a member services website; it's a guide to the tools you need to manage your health plan and health care. With Blue Connect from Blue Cross and Blue Shield of North Carolina (Blue Cross NC), you can:

- + See your deductible, claims and benefits in an instant so you know exactly where you stand
- + Access important documents like your digital ID card no matter where you are
- + Get health tips, articles and videos on everything from weight loss to prescription costs to dental health
- + Select an in-network, primary care provider today for easy access to care when you really need it



## Available whenever and wherever you need it

Health questions, issues and concerns don't always happen when you're near your computer. Fortunately, with the Blue Connect Mobile<sup>SM</sup> app you have 24/7 access to the information you need to answer specific questions or complete various transactions. Go to [BlueCrossNC.com/Mobile](https://www.bluecrossnc.com/mobile) for details, or search for Blue Connect on iTunes or Google Play.

## You're in the driver's seat – the Blue Connect dashboard helps you take control

Learn more about your own health – from preventive care to getting and staying fit to managing illness – faster and easier than ever before.

# BLUE CONNECT

## a better experience

### When you need answers now, Blue Connect makes finding them really simple

Blue Connect gives you quick access to check your claims, coverage and accumulated expenses.

### Blue Connect means less searching and fewer frustrations

When it's easy to find the right information about your health plan, making better decisions about your health is easier, too.

Blue Connect provides access to check on claims and accumulated expenses.

## FIND THE ACCOUNT

### information you need

From your Blue Connect account you can see your account details and perform important tasks with ease.

- + Access and print a digital ID or request new member cards
- + View all your Blue Cross NC plans (health, prescription, dental) all in one place
- + Check claim status, access digital Explanation of Benefits (EOBs), and view accumulation toward deductibles and out-of-pocket limits
- + Update your contact information and preferences
- + Communicate securely with Customer Service via personal inbox





# EXPLORE YOUR OPTIONS for quality care

## Take the mystery out of health care<sup>1</sup>

It isn't always easy to be an informed consumer when it comes to medical care. How do you know you're making the right choices? Getting the best care? Not paying too much?

Our suite of online tools puts the answers right in your hands.

- + Search and select an in-network, primary care provider. They are one of the most important people on your health care team.
- + Find doctors, specialists, hospitals and pharmacies no matter where you are, around the corner or across the state.
- + Compare doctors; see their education, specialty, ratings and experience; or find one that speaks your language.
- + Compare the cost of doctors, hospitals, drugs and treatments before you go with our Find a Cost tool.
- + Search for urgent care centers near you, even when you're traveling.
- + Read nationwide reviews to see how others feel about the doctors you're thinking of using. Then, submit anonymous reviews of your own.



## Our tools go where you go...

Smartphone, tablet or computer.  
Get the information you need  
through Blue Connect no matter  
where you are.



# THE RIGHT TOOLS

## when and where you need them

### Compare the costs

Did you know the cost of a service or procedure can vary widely? The same holds true for prescription drugs. Blue Connect has the tools to help you see your potential costs in advance.

### Our Find a Cost tool helps you find 400+ low-cost, high-quality services and procedures covered by your plan

- + Search for the costs of specific treatments like back or knee surgery
- + The Find a Cost tool's online assistant will reveal options with lower costs if they are available
- + The estimates break down what you might pay versus what your plan might pay, including information about deductibles and coinsurance

### Find a Pharmacy searches for local and national chains to help you save money

- + Search for a drug store or pharmacy in your Blue Cross NC network by name, ZIP Code, city, state or home address
- + Find prices for the drugs you need at the store or pharmacy you want to use
- + Filter results by what the pharmacy has in stock, open hours and preferred status

### Our Find a Drug tool gives you more choices to help you lower your drug costs

- + See what's covered, the possible cost to you and find new ways to save
- + Search by drug name or your medical condition
- + See drugs you can get delivered to your home
- + Learn what can happen when different drugs are taken together so you can speak with your doctor

### Urgent care centers save you money and give you high-quality care fast

- + Find a center based on GPS or ZIP Code with our Blue Connect app
- + Get fast, one-touch dialing with the click-to-call feature
- + Find centers across the United States; you can search even while you're away from home
- + Get many of the same medical services, including X-rays and treatment for allergies, asthma attacks, bone fractures, burns and more, that you'd get at your family doctor or local emergency room







# MORE HEALTH & WELLNESS

## Blue Connect puts the focus on you

### Blue Connect brings you more great health and wellness tools

Blue Cross NC wellness tools and programs support healthy living and may help you control a number of health conditions. Try one or more of these great programs to bring better health and wellbeing to your life:

- + Blue Cross NC offers learning tools, programs and videos to help you learn about and control chronic health conditions and live a healthier life. You'll find condition care, health seminars, preventive care and a health encyclopedia.<sup>2</sup>
- + **Blue365®** gives you special savings on health products and services, including gym memberships, laser eye surgery, eye care, healthy eating and family activities.<sup>3</sup>
- + **Health Line Blue<sup>SM</sup>** lets you call a nurse 24 hours a day, 7 days a week, to get answers to your health and wellness questions.<sup>4</sup>

Log in or register at [BlueConnectNC.com](http://BlueConnectNC.com). Then visit Wellbeing.

### Blue Connect . . . so much more than member services

Blue Connect goes well beyond member services, beyond giving you details about your health plan. It's a member self-service portal that puts the power of good health in your hands.

### Get Connected

Log in or register at [BlueConnectNC.com](http://BlueConnectNC.com).

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact the number on the back of your card for assistance.

*Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona asistencia gratuita a las personas con discapacidades, así como servicios lingüísticos gratuitos para las personas cuyo idioma principal no es el inglés. Comuníquese con el número que aparece en el reverso de su tarjeta del seguro para obtener ayuda.*

1 Blue Cross and Blue Shield of North Carolina offers several decision support tools to aid you in making decisions around your health care experience. These tools are offered for your convenience and should be used only as reference tools. You should consult your own legal counsel, tax advisor or personal physician, as applicable, throughout your health care experience.

2 Blue Cross and Blue Shield of North Carolina provides these programs for your convenience and is not liable in any way for the goods or services received. Blue Cross NC has contracted with third-party vendors independent of Blue Cross NC to bring you some of these programs. Benefits available are subject to a member's current health plan benefits and some benefits may be different for members of Blue Cross NC's high-deductible health plans. These programs provide tools to aid in health improvement, and results are not guaranteed. Decisions regarding your care should be made with the advice of your doctor. Blue Cross NC reserves the right to discontinue or change these programs at any time without prior notification.

3 Blue365 offers access to savings on items that members may purchase directly from independent vendors, which are different from items that are covered under the policies with Blue Cross NC. Any disputes regarding these products and services may be subject to Blue Cross NC's grievance process. Blue Cross Blue Shield Association (BCBSA) may receive payments from Blue365 vendors. BCBSA does not recommend, endorse, warrant or guarantee any specific Blue365 vendor or item. This program may be modified or discontinued at any time without prior notice.

4 Blue Cross NC provides the Health Line Blue program for your convenience and is not liable in any way for the goods or services received. Blue Cross NC reserves the right to discontinue or change the program at any time without prior notice. Decisions regarding your care should be made with the advice of a doctor. Depending on your plan, selected programs may not be available to you at this time. Check with your benefits administrator or Blue Cross NC Customer Service to determine your eligibility. Blue Cross NC has contracted with a third-party vendor independent from Blue Cross NC to bring you Health Line Blue.

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